

Distance Support

A world of support at your fingertips

Anchor Desk

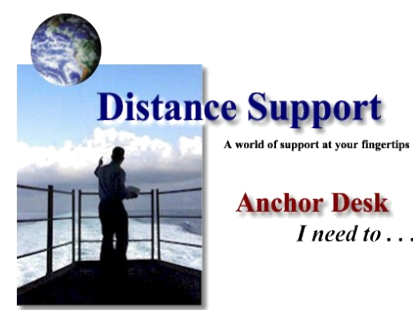
I need to . . .

Distance Support Brief

Geneva D. Henderson
Distance Support Deputy Prog Mgr
Hendersongd@navsea.navy.mil
202.781.4435

**Adapting and transitioning today's business processes and support
infrastructure**

to the tools and technology of E-Business and Information Technology



Distance Support

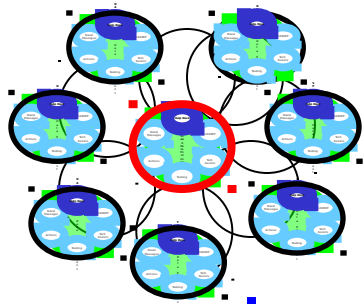
What it does/is

Distance Support is a business process transformation that leverages the tools and technology of eBusiness and Information Technology to provide:

⇒ The “Warfighter” a “Virtual SYSCOM presence” and is the primary means for “Reach-back support”

⇒ The Support Infrastructure the data and information to make proactive system, equipment and process improvements

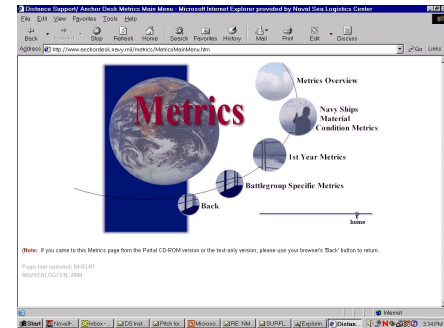
Distance Support: Key Tenants



CRM/SOS

KM

DS



**WEB Enabled Tracking,
Work Flow Management and
Shared Data Environment**

**Standardized Metrics
and
Improvement Environment**

**CONNECTIVITY/COLLABORATION/
BUSINESS PROCESS**

24/7/365

**Reach-Back Support
for *SURGE* and *SUSTAIN***

**Material Condition Data
Acquisition and Analysis
for *CONSTITUTE***

**SOS
MATRIX**

**Navy Integrated
Call Center
"AnchorDesk"**

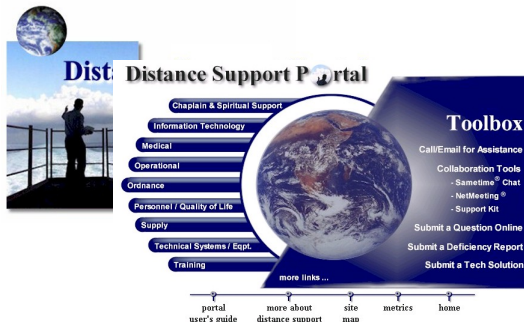
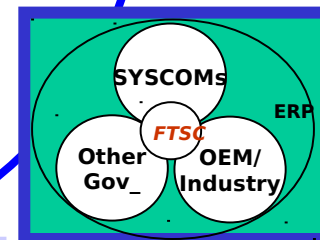
24/7/365

Reach-Back Support

1 877 41 TOUCH

WWW.ANCHORDESK.NAVY.MIL

TELE-TOOLS



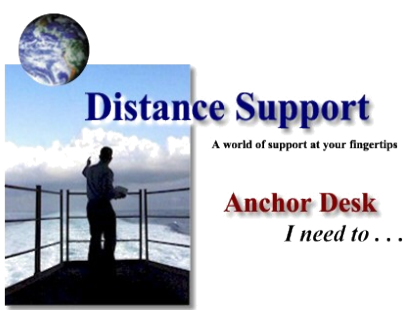
Virtual Presence

Collaborative Infrastructure

Success depends upon all three

elements

Distance Support: The Transformation Roadmap



⇒ **Focus on Warfighter Readiness**

⇒ **24/7/365 Reachback Support**

⇒ **Business Process**

⇒ **Collaborative Environment**

⇒ **Collaborative Support Infrastructure**

⇒ **Platform Residency/Virtual SYSCOM Presence**

⇒ **Knowledge Management/Projection**

⇒ **Business Intelligence**

⇒ **Extend the Tools, Technology and Philosophy**

⇒ **Sea Enterprise**

⇒ **Sea Swap**

⇒ **Sea Warrior**

⇒ **Public / Private Sector Consortium**

⇒ **Joint (Services) Distance Support and Reach-Back ACTD**

⇒ **Joint Ally**



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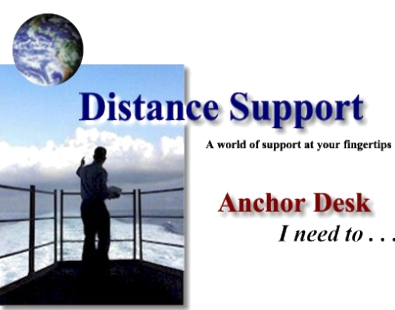
Distance Support What we've done already

Focus on Warfighter Readiness

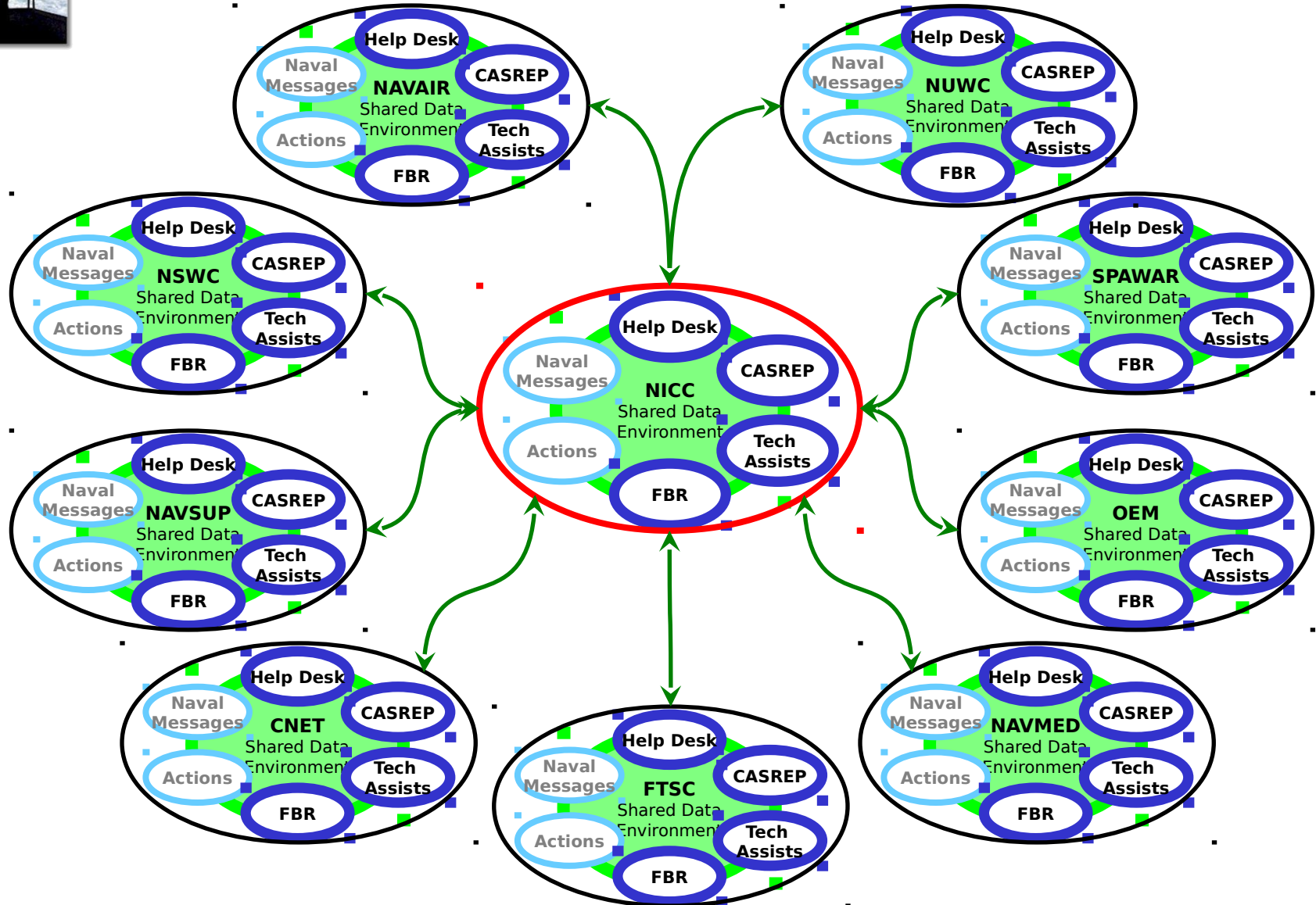
- ⇒ Business Process
- ⇒ Collaborative Environment
- ⇒ Collaborative Support Infrastructure

Products and Services

- ⇒ 24/7/365 Support
 - ⇒ NICC
 - ⇒ Source of Support Matrix
 - ⇒ Infrastructure
- ⇒ Anchor Desk Portal
 - ⇒ Content



DS CRM Core Support “Footprint”





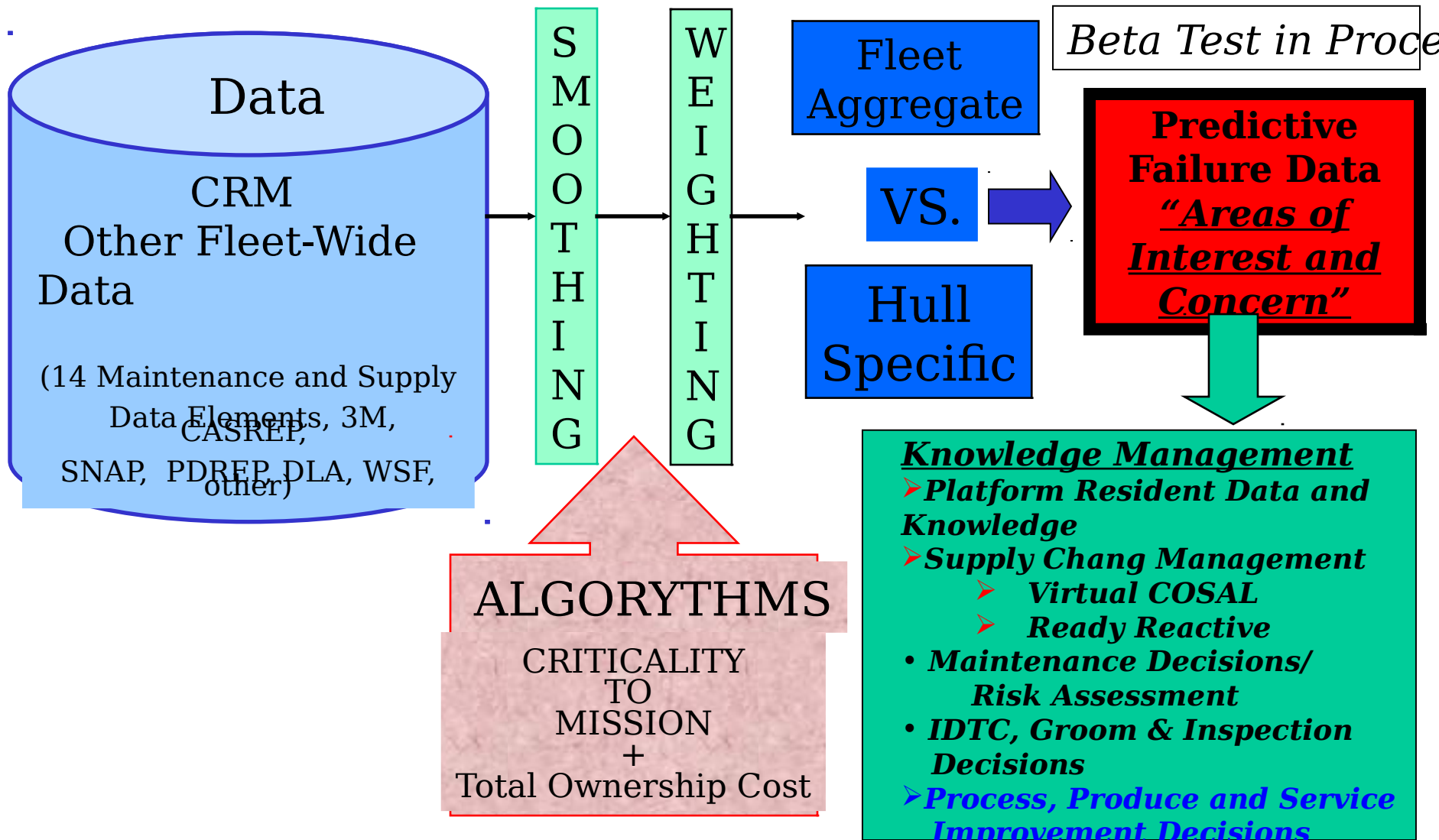
Distance Support

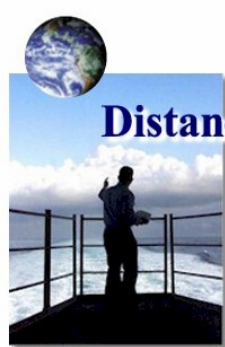
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I need to . . .

Data Mining and Analysis for : Platform Residency, Knowledge Management and Projection





Standardized Metrics and Improvement Environment

Standard Data Elements & Basic Metrics

Quick Report (Executive Dashboard)

<http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu.htm>>

Senior Level Quarterly Metrics Trends

Balanced Scorecard - User Defined Metrics

- Uses Balanced Score Card Approach
 - Tailored to specific customer, Can Link to any Oracle Based Database
- Allows for detailed Anchor Desk Data and other data such as Ships' 3-M Data

<http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu/>

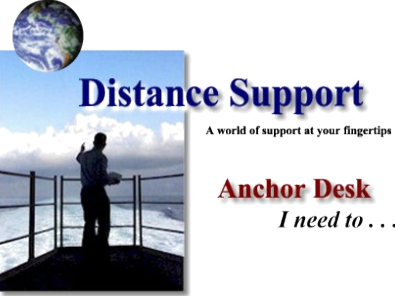
Data Mining, Analysis and Knowledge Management

Platform Resident Data / Virtual COSAL (Ready Reactive)

Maintenance Decisions / Risk Assessment

Process, Product and Service Improvements

- Resource Decisions



Distance Support

What we are going to do

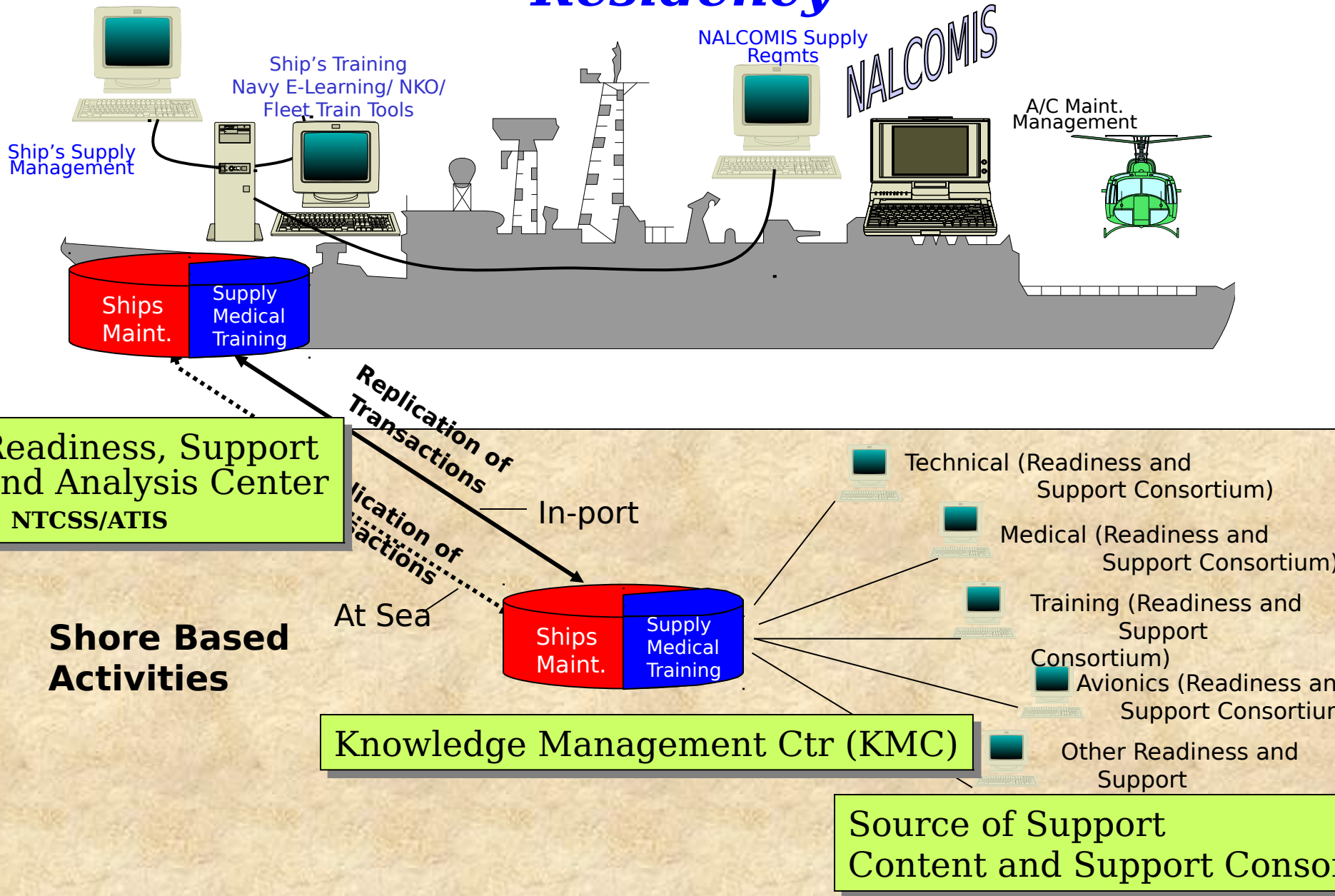
Platform Residency/Virtual SYSCOM Presence

- ⇒ Business Intelligence
- ⇒ Knowledge Management/Projection
- ⇒ Data Acquisition, Transfer and Distribution

Data Aggregation and Modeling

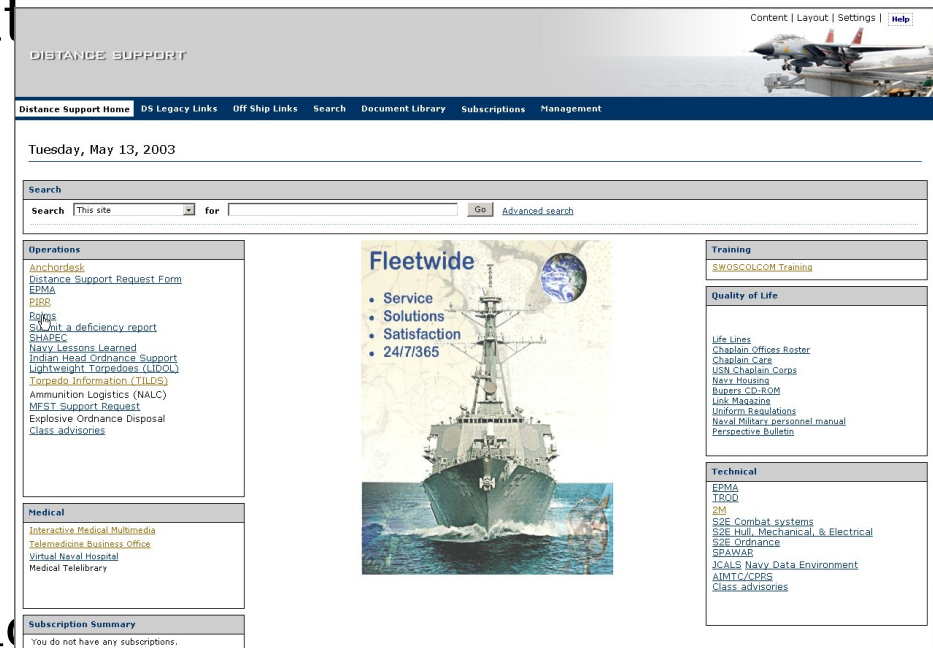
- ⇒ Customized Predictive Analysis
- ⇒ Relevant Information Management
 - ⇒ Mission
 - ⇒ Platform
 - ⇒ System
 - ⇒ Equipment
- ⇒ Proactive Support

Distance Support Version 2 ...Platform Residency

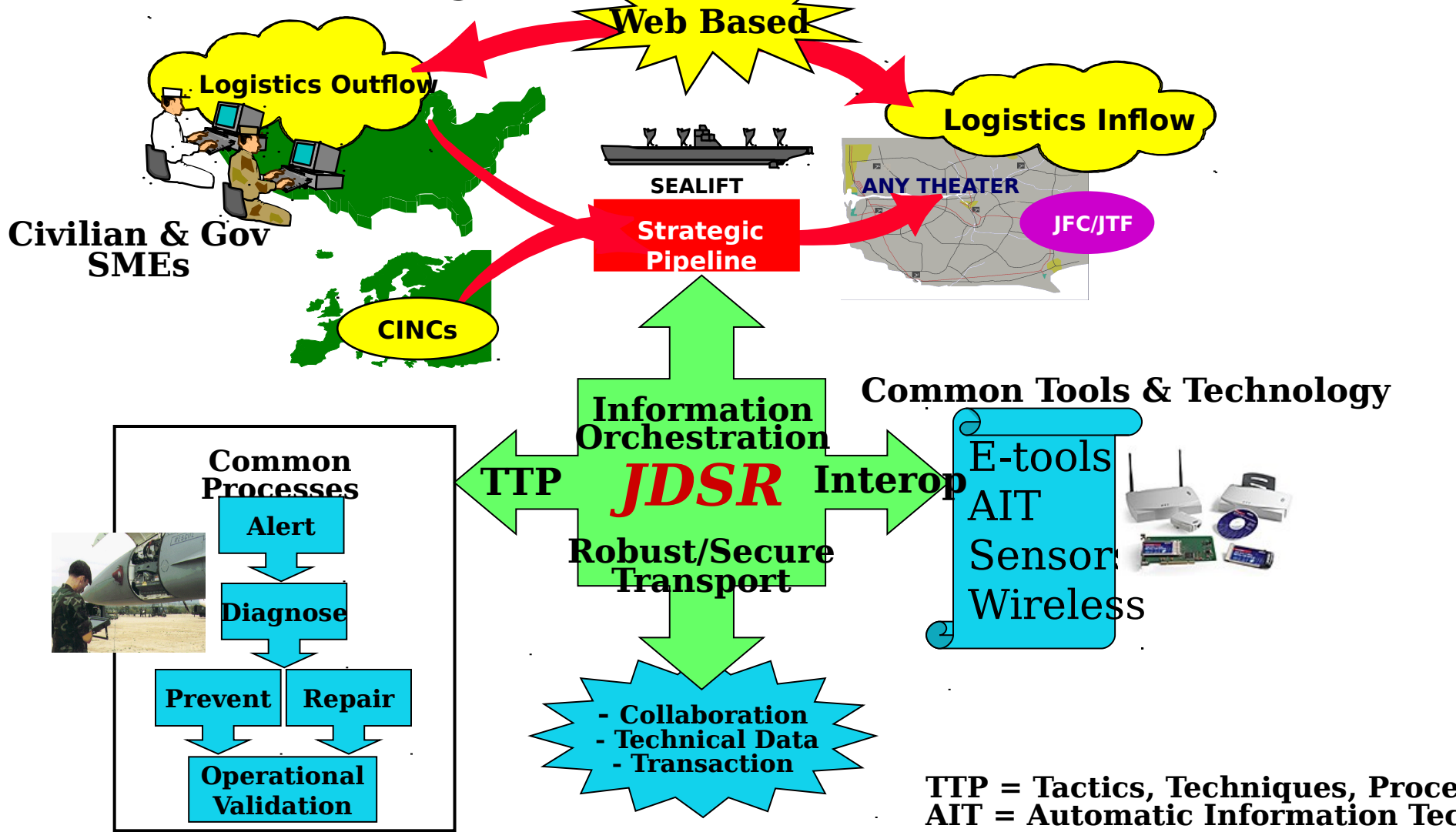


Distance Support version 2 Is...

- Shipboard Resident Content
 - Technical
 - Training
 - Electronic Aids
 - Quality of Life
- Conduit of Sensor Data
- Relationships
 - SPAWAR Teaming (NTCSS)
 - TDKM/Virtual Submarine (Kn)
 - NETC (Training)
 - PMS 400 (Smart Ship - Wireless)



Joint (Services), Distance Support and Recon-
back (JDSR)
Advanced Concept Technology
Demonstration:
Extending Distance Support to DOD





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I need to...

JDSR Leveraged Programs

Programs

Critical System

• Components

• Navy:

- Distance Support (Com technology, Content, Bus Process)
- DS Predictive Response Center (Knowledge Mgmt (KM) technology, facility)
- Smart ship (KM Technology, Wireless Test&Certification)
- METOC Systems Knowledge Ctr (KM Technology)

• Air Force:

- IMDS/Point of Maintenance (Demo facility, E-tools, AIT, Content)

• Army:

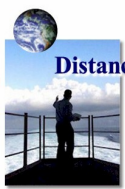
- Advance Maint Aid Chinook (Process, Test Facility, AIT, E-tools)

• Joint Program:

- Joint Avionics Tech Data Integration (Content, Infrastructure, E-tools, Processes)

• Industry:

- Boeing (Support Facility, Software tools)
- AEPTEC (Sensors, Wireless)



Summary

Distance Support is a business process transformation that leverages the tools and technology of eBusiness and Information

Technology to provide:

- ✓ The “Warfighter” a “Virtual SYSCOM presence” and is the primary means for “Reach-back support”
- ✓ The Support Infrastructure the data and information to make proactive system, equipment and process improvements
- ✓ The Resource Sponsors the data and information to make resource allocation decisions

Questions ???